

Office of the Secretary of State/Department of State
Strategic Plan
FY 2012- FY 2016

Appendix: Performance Indicator Supporting Documentation

Program A: Administrative

Activity: Executive Services

Objective 1: Through its support services activities, the Administrative Program will ensure that all programs in the Department of State are able to meet at least 80% of their program activities through June 30, 2016.

Indicator Name: 1.1 Percentage of objectives met

Indicator LaPAS PI Code: 6179

1. **Type and Level:** Outcome/Key
2. **Rationale:** This indicator provides an overall look at how well the agency is meeting its objectives.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is based on the analysis performance indicators for the Objectives of all of the Department's programs, which are based on primarily internal logs and databases.

7. **Calculation Methodology:** The formula for this indicator will be: % of Objectives Met = $X / 25$, where X represents the number of objectives met (excluding this one) and 25 represents the current total number of objectives for the Department. X is determined by analyzing the performance indicators for each objective to determine if they have met or on schedule to meet their key indicator targets.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has a limitation in that a program's failure to reach their objectives may not be due to lack of support services and may be outside the Department's direct control. This indicator is a surrogate measurement for all of the Department's support services activities. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Richard Adcock, Policy Planner 4
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Activity: Primary Support Services

Objective 2: To ensure compliance with accounting practices and policies, the program will have no repeat financial audit findings through FY 2016.

Indicator Name: 2.1 Number of repeat financial audit findings

Indicator LaPAS PI Code: 6180

Type and Level: Outcome/Key

1. **Rationale:** This indicator provides a very good indicator of the overall health of the accounting functions in the agency.
2. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
3. **Clarity:** This indicator name is exactly what the indicator does.
4. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. It is verifying through published audit reports.

5. **Data Source:** The source of the indicator is an analysis of the Legislative Auditor's financial audit of the Department.
 6. **Calculation Methodology:** This indicator is calculated based on a review of findings in the audit report labeled as a repeat finding.
 7. **Scope:** This indicator is aggregated.
 8. **Caveats:** The indicator has no limitations and is a measurement for all of the Department's activities where financial transactions occur. The source of the data does not have any known bias or agenda.
 9. **Responsible Person:**
Shanda Jones, Accounting Administrator
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Activity: Primary Support Services

Objective 3: To ensure the payment of Election Day workers, the program will pay 90% of Election Day workers within 30 days following the election.

Indicator Name: 3.1 Percentage of parish election payrolls completed within 30 days of the election date

Indicator LaPAS PI Code: 21506

1. **Type and Level:** Efficiency/Key
2. **Rationale:** Paying Election Day workers in a timely manner helps to ensure that the parish clerks of court can maintain an adequate pool of workers for this purpose. This indicator provides a view of the efficiency of the Accounting Division in its efforts to get the checks out as soon as possible after an election.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. It is verifying through internal records..
 6. **Data Source:** The source of the indicator is an analysis of the recorded dates that clerks of court input the final payroll and the dates checks are printed for that payroll request.
 7. **Calculation Methodology:** This indicator is calculated based on the recorded dates of input compared to the recorded dates checks are cut. A ledger is maintained in Accounting for each election listing this information parish by parish for each election.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
 10. **Responsible Person:**
Betty Davis, Accountant Supervisor 2
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Activity: Primary Support Services

Objective 3: To ensure the payment of Election Day workers, the program will pay 90% of Election Day workers within 30 days following the election.

Indicator Name: 3.2 Percentage of clerks of court returning completed payroll information within one week of election date

Indicator LaPAS PI Code: 21507

1. **Type and Level:** Efficiency/Supporting
2. **Rationale:** Paying election precinct workers in a timely manner helps to ensure that the parish clerks of court can maintain a large pool of workers for this purpose. This indicator provides a view of the efficiency of the clerks of court in their efforts to get the completed payroll information to Accounting within 7 days of an election.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. It is verifying through internal records.
 6. **Data Source:** The source of the indicator is data maintained by the Accounting Division. Accounting maintains a ledger listing this information parish by parish for each election.
 7. **Calculation Methodology:** This indicator is calculated based on the recorded dates of input compared to the associated election date. A ledger is maintained in Accounting for each election listing this information parish by parish for each election.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
 10. **Responsible Person:**
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Activity: Legal Support Services

Objective 4: Legal Support Services will successfully represent the department in election contests, objections to candidacy, and various other cases involving election activities and prevail in 75% of the challenges.

Indicator Name: 4.1 Percentage of lawsuits with successful outcome in favor of department

Indicator LaPAS PI Code: New

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator shows the quality of the Legal Support Services ability to successfully represent the department in cases involving election activities. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is files maintained in the Legal Division.
 7. **Calculation Methodology:** The formula for this calculation is number of election related lawsuits successfully resolved in favor of the department divided by the total number of election related lawsuits filed.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Legal Support Services

Objective 4: Legal Support Services will successfully represent the department in election contests, objections to candidacy, and various other cases involving election activities and prevail in 75% of the challenges.

Indicator Name: 4.2 Number of lawsuits filed

Indicator LaPAS PI Code: New

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator shows the level of lawsuit activity. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is files maintained in the Legal Division.
 7. **Calculation Methodology:** There is no formula for this indicator. It is the actual number of election related lawsuits filed.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Merietta Norton, General Counsel
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Program B: Elections

Activity: Administrative Services

Objective 1: The Elections Program will produce efficient and accurate elections by reducing the number of machine and absentee ballots reprints due to program error to no more than three per election.

Indicator Name: 1.1 Number of reprints due to program error

Indicator LaPAS PI Code: 10061

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the quality control exercised by the Elections Division to ensure the costs of ballots is kept at a minimum by a series of proofreading steps. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator

data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is data maintained in the Elections Division of ballot printing.
 7. **Calculation Methodology:** This is a pure count of each ballot that required a reprint due to an error by program personnel that was not caught during proofing.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Email: abouy@sos.louisiana.gov
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Activity: Administrative Services

Objective 1: The Elections Program will produce efficient and accurate elections by reducing the number of machine and absentee ballots reprints due to program error to no more than three per election.

Indicator Name: 1.2 Number of elections held

Indicator LaPAS PI Code: 10062

1. **Type and Level:** Input/Supporting

2. **Rationale:** This indicator provides a look at the quality control exercised by the Elections Division to ensure the costs of ballots is kept at a minimum by a series of proofreading steps. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is election data on file in the Elections Division.
 7. **Calculation Methodology:** This is pure count of each date in which an election or elections are held.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. The total number of elections each year can vary. Some are scheduled, but elections can be called to fill vacancies. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 1: The Elections Program will produce efficient and accurate elections by reducing the number of machine and absentee ballots reprints due to program error to no more than three per election.

Indicator Name: 1.3 Percentage of elections with three or fewer errors

Indicator LaPAS PI Code: 15903

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the quality control exercised by the Elections Division to ensure the costs of ballots is kept at a minimum by a series of proofreading steps. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is election data on file in the Elections Division.
7. **Calculation Methodology:** This indicator is calculated by taking the total number of elections with three or fewer reprints and dividing this amount by the total number of elections held.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 2: The Elections Program will continue to improve the convenience of researching past elections return data to the public by computerizing past statewide election returns dating back to 1980 and making them available via the program's web page by the end of FY 2016.

Indicator Name: 2.1 Percentage of elections data (1980-1987) completely entered in program databases

Indicator LaPAS PI Code: 21562

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the efficiency exercised by the Elections Division to enter historical election data that has been previously researched in the programs database. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is based on the analysis of where the program is relative to entering the elections that have been completely researched.
7. **Calculation Methodology:** This is pure count of each election that has been entered into the program's database divided by the total number of elections that were held during the designated time period in years.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 2: The Elections Program will continue to improve the convenience of researching past elections return data to the public by computerizing past statewide election returns dating back to 1980 and making them available via the program's web page by the end of FY 2016.

Indicator Name: 2.2 Percentage of elections data (1980-1987) completely researched and ready for data entry.

Indicator LaPAS PI Code: 21563

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the quality exercised by the Elections Division in completing research of historical elections to add to the program's database. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is based on the analysis performance indicators for the Objectives of all of the Department's programs, which are based on primarily internal logs and databases.
7. **Calculation Methodology:** This is pure count of each election that has been completely researched and ready to be entered into the program's database divided by the total number of elections that were held during the designated time period.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**

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Activity: Administrative Services

Objective 2: The Elections Program will continue to improve the convenience of researching past elections return data to the public by computerizing past statewide election returns dating back to 1980 and making them available via the program's web page by the end of FY 2016.

Indicator Name: 2.3 Number of Elections (1983-1987)

Indicator LaPAS PI Code: New

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator is the base number for calculations used in this Objective relative to the research of historical elections to add to the program's database. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is time period prior to electronic capture of election data.
7. **Calculation Methodology:** This is pure count of the number of election dates during the years that the program has targeted to research and enter election data into the program's database.
8. **Scope:** This indicator is aggregated.

9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.

10. **Responsible Person:**

Angie Bouy, Director of Elections

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Activity: Administrative Services

Objective 2: The Elections Program will continue to improve the convenience of researching past elections return data to the public by computerizing past statewide election returns dating back to 1980 and making them available via the program's web page by the end of FY 2016.

Indicator Name: 2.4 Number of elections entered

Indicator LaPAS PI Code: New

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator is the base number for calculations used in this Objective relative to the research of historical elections to add to the program's database. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is number of elections entered into the program's database.
7. **Calculation Methodology:** This is pure count of the number of election dates for the years 1980-1987 that were entered in the program's database.

8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 3: To encourage participation in the electoral process, the program will ensure that at least one voter education outreach event sponsored (or participated in) by the program is held in each parish annually.

Indicator Name: 3.1 Percentage of parishes with at least one voter education outreach event held within the current fiscal year

Indicator LaPAS PI Code: 21569

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator shows the quality of the programs efforts to provide each parish with at least one voter outreach event during the fiscal year. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is number of parishes with election events held.

7. **Calculation Methodology:** The percentage of parishes with at least one voter registration event held is determined by dividing number of parishes in which at least one voter registration event is held by the total number of parishes in Louisiana.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Richard Hartley, Director of Outreach
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Activity: Administrative Services

Objective 3: To encourage participation in the electoral process, the program will ensure that at least one voter education outreach event sponsored (or participated in) by the program is held in each parish annually.

Indicator Name: 3.2 Number of events held or sponsored

Indicator LaPAS PI Code: 21570

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator shows the quality of the programs efforts to provide each parish with at least one voter outreach event during the fiscal year. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the indicator is number of events held or sponsored by the program.
 7. **Calculation Methodology:** This indicator is a true count of events held or sponsored in the parishes during the fiscal year.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Richard Hartley, Director of Outreach
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Activity: Administrative Services

Objective 4: To ensure integrity of the election process, the program will investigate 100% of alleged incidences of voter fraud or election offenses through FY 2016.

Indicator Name: 4.1 Percentage of voter fraud and election offenses investigated by program

Indicator LaPAS PI Code: 11499

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator shows the efficiency of the program's efforts to take action on every fraud or election offense allegation. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is phone calls and letters received by the department from citizens.
 7. **Calculation Methodology:** This indicator is a true percentage of allegations investigated divided by allegations received during the fiscal year.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Jimmy Day, Director of Elections Compliance Unit
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Activity: Administrative Services

Objective 5: To ensure the State's compliance with the National Voter Registration Act, the program will evaluate each registrar annually.

Indicator Name: 5.1 Percentage of registrars evaluated annually

Indicator LaPAS PI Code: 21571

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator shows the registrars of voters that have a completed evaluation for the fiscal year. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is documentation on file with the Registration Division showing the annual evaluations completed.
 7. **Calculation Methodology:** This indicator is calculated by dividing the number of registrars of voters in the state evaluated during the fiscal year by the total number of registrars of voters in the state.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Joanne Guidroz, Director of Registration
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Fax 225-922-1167
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Activity: Registrars of Voters

Objective 6: To ensure the State's compliance with the National Voter Registration Act, the program will evaluate each registrar annually.

Indicator Name: 6.1 Completed statewide canvass

Indicator LaPAS PI Code: 21628

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator shows the status of the annual voter registration canvass. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the

objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is documentation on file with the Registration Division showing the status of the annual canvass.
 7. **Calculation Methodology:** There is no mathematical formula for this indicator. The canvass is not initiated until early in the calendar year so it may not be completed until sometime in the next fiscal year. For reporting purposes, the canvass is counted in the fiscal year completed, not the fiscal year it is started.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Fax 225-922-1167
Email: Joanne.Guidroz@sos.louisiana.gov
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Activity: Election Support Services

Objective 7: To ensure the integrity of the election process, the program will provide the necessary technical assistance to hold in a state of readiness 100 % of voting machines and computerized absentee ballot counting equipment needed to hold all elections in the State of Louisiana.

Indicator Name: 7.1 Total number of voting machines (all types)

Indicator LaPAS PI Code: 571

1. **Type and Level:** Input/Key

2. **Rationale:** This indicator shows the number of voting machines of all types owned by the Department of State. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is the actual inventory of voting machines, Documentation on file with the Elections Support Services showing the status of the annual canvass.
 7. **Calculation Methodology:** There is no mathematical formula for this indicator. The number is an inventory number based on actual purchase counts.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Sherri Hadskey, Director of Field Operations
Phone: 225-362-5128
Fax 225-922-2910
Email: Sherri.Hadskey@sos.louisiana.gov
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Activity: Election Support Services

Objective 7: To ensure the integrity of the election process, the program will provide the necessary technical assistance to hold in a state of readiness 100 % of voting machines and computerized absentee ballot counting equipment needed to hold all elections in the State of Louisiana.

Indicator Name: 7.2 Average percentage of voting machines available on Election Day

Indicator LaPAS PI Code: 575

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator shows the average percentage of voting machines available for use on Election Day. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is the status of voting equipment inventory for each election date. Documentation is on file with the Elections Support Services showing the status of the voting machines.
7. **Calculation Methodology:** The calculation is the number of voting machines ready to use divided by the number of voting machines in the program's inventory. The number is an inventory number based on actual purchase counts.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
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Activity: Election Support Services

Objective 7: To ensure the integrity of the election process, the program will provide the necessary technical assistance to hold in a state of readiness 100 % of voting machines and computerized absentee ballot counting equipment needed to hold all elections in the State of Louisiana.

Indicator Name: 7.3 Number of Statewide Elections

Indicator LaPAS PI Code: 21630

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator shows the number of statewide elections. This is the time when the largest number of voting machines is in use. Statewide elections test the maintenance readiness function. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is the actual number of statewide elections held. This information is available on the department website.
7. **Calculation Methodology:** The calculation has no formula. It is the true number of statewide elections held.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Sherri Hadskey, Director of Field Operations
Phone: 225-362-5128

Activity: Election Support Services

Objective 8: The program will provide preventative, necessary and emergency maintenance as required on all electronic voting machines. To ensure the proper maintenance is administered, the program will continue to have 100 % of its full-time machine technicians certified through FY 2016.

Indicator Name: 8.1 Percentage of technicians certified within 12 months of assignment

Indicator LaPAS PI Code: 21637

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator shows the percentage of assigned voting machines technicians who are certified on the voting machines they service within 12 months of assignment. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is the actual number of technicians assigned to maintain and repair voting machines. This information is available in Human Resources.
7. **Calculation Methodology:** The calculation is the total number of certified technicians divided by the total number of technicians assigned at least 12 months.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.

10. Responsible Person:

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Activity: Election Support Services

Objective 8: The program will provide preventative, necessary and emergency maintenance as required on all electronic voting machines. To ensure the proper maintenance is administered, the program will continue to have 100 % of its full-time machine technicians certified through FY 2016.

Indicator Name: 8.2 Number of Certified Technicians

Indicator LaPAS PI Code: 21649

1. **Type and Level:** Quality/Supporting
2. **Rationale:** This indicator shows the number of assigned technicians who are certified on the voting machines they service. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the indicator is the actual number of technicians assigned to maintain and repair voting machines. This information is available in Human Resources. Training and certification information is available in the Elections Operations Division.

7. **Calculation Methodology:** The calculation has no formula. It is the total number of technicians assigned who are certified.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Election Support Services

Objective 9: The Elections program will enable absentee returns to be more accurately and quickly tabulated by providing support for parish boards of elections supervisors in tabulating votes through the preparation and distribution of test materials prior to Election Day for all parishes having an election.

Indicator Name: 9.1 Percentage of parishes having an election for which test materials were prepared and distributed at least 10 days prior to the election

Indicator LaPAS PI Code: 21634

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator shows the efficiency of the program to prepare and distribute test materials prior to elections. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the indicator is records maintained by the program.
 7. **Calculation Methodology:** The calculation formula is the number of elections for which test materials were prepared and distributed on time divided by the total number of elections held.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Notary Services

Objective 10: The program will improve its Notaries database to maintain the percentage of notaries in suspend status to no more than 25%.

Indicator Name: 10.1 Percentage of notaries in suspend status

Indicator LaPAS PI Code: 17366

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator shows the program's ability to maintain a low percentage of notaries in suspend status. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is records maintained by the program.
 7. **Calculation Methodology:** The calculation formula is the number of notaries who have failed to meet annual obligations divided by the total number of notaries in the database.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Cynthia Cotten, Election Specialist 5
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Activity: Notary Services

Objective 10: The program will improve its Notaries database to maintain the percentage of notaries in suspend status to no more than 25%.

Indicator Name: 10.2 Number of notaries in suspend status

Indicator LaPAS PI Code: 17367

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator shows the efficiency of the program to maintain a low percentage of notaries in suspend status. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is records maintained by the program.
 7. **Calculation Methodology:** The calculation has no formula. It is the true number of notaries that have failed to meet annual reporting requirements.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Notary Services

Objective 10: The program will improve its Notaries database to maintain the percentage of notaries in suspend status to no more than 25%.

Indicator Name: 10.3 Number of annual reports filed

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** This indicator shows the volume of annual reports filed by notaries. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is records maintained by the program.
 7. **Calculation Methodology:** There is no formula for this calculation. It is a true count of annual reports filed by notaries.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Notary Services

Objective 10: The program will improve its Notaries database to maintain the percentage of notaries in suspend status to no more than 25%.

Indicator Name: 10.4 Number of educational or promotional events for notaries in which program sponsored or participated

Indicator LaPAS PI Code: New

1. **Type and Level:** Quality/Supporting
2. **Rationale:** This indicator shows the quality of the program's efforts to maintain a low percentage of notaries in suspend status through educational or promotional events. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the

objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the indicator is records maintained by the program.
 7. **Calculation Methodology:** The calculation has no formula. It is the number of events held or sponsored by the program.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Election Expenses

Objective 11: To provide for the recovery of election expenses from local government authorities in a timely fashion, the program will reduce election expenses born by the state by invoicing 90% of local governing authority- related election expenses within 60 days of an election.

Indicator Name: 11.1 Percentage of local governmental entity election expenses invoiced within 60 days of election

Indicator LaPAS PI Code: 21508

1. **Type and Level:** Efficiency/Key
2. **Rationale:** Invoicing government entities elections costs in a timely manner helps to ensure that payments are received in the year invoiced to ease program cash flow

problems. The sooner after an election an invoice is generated the more likely that a payment will be made in a timely manner. This indicator provides a view of the efficiency of the Accounting Division in its efforts to close elections as soon as possible and get the invoices out to the governmental entities.

3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. It is verifying through internal records.
6. **Data Source:** The source of the indicator is an analysis of the recorded dates that invoices are prepared and mailed.
7. **Calculation Methodology:** This indicator is calculated based on the recorded date of the invoice for each election compared to the recorded election date. Invoice dates are recorded in Accounting Division software.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
10. **Responsible Person:**
Betty Davis, Accountant Supervisor 2
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Fax 225-922-0929
Email: bdavis@sos.louisiana.gov

Activity: Election Expenses

Objective 11: To provide for the recovery of election expenses from local government authorities in a timely fashion, the program will reduce election expenses born by the state by invoicing 90% of local governing authority- related election expenses within 60 days of an election.

Indicator Name: 11.2 Percentage of outstanding invoices (over 120 days) turned over to Attorney General's Office

Indicator LaPAS PI Code: New

1. **Type and Level:** Efficiency/Key
 2. **Rationale:** Invoicing government entities elections costs in a timely manner helps to ensure that payments are received in the year invoiced to ease program cash flow problems. The sooner after an election an invoice is generated the more likely that a payment will be made in a timely manner. This indicator provides a view of the efficiency of the Accounting Division in its efforts to close elections as soon as possible and get the invoices out to the governmental entities. In the event governmental entities are slow to pay, invoices over 120 days are turned over to the Attorney General for collections. This activity is completed at the end of each fiscal quarter.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. It is verifying through internal records.
 6. **Data Source:** The source of the indicator is an analysis of the recorded dates that uncollectable invoices are transferred to the Attorney General.
 7. **Calculation Methodology:** This indicator is calculated based on the recorded date of the invoice for each election compared to the recorded election date. Invoice dates are recorded in Accounting Division software.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
 10. **Responsible Person:**
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Activity: Election Expenses

Objective 11: To provide for the recovery of election expenses from local government authorities in a timely fashion, the program will reduce election expenses born by the state by invoicing 90% of local governing authority- related election expenses within 60 days of an election.

Indicator Name: 11.3 Percentage of election cost reimbursement invoiced

Indicator LaPAS PI Code: 10579

1. **Type and Level:** Output/Supporting
2. **Rationale:** Invoicing government entities elections costs is mandated by the Election Code. All election cost owed by local governmental entities must be invoiced. This indicator provides a view of the output of the Accounting Division in its efforts to get invoices for closed elections out to the governmental entities.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. It is verifying through internal records.
6. **Data Source:** The source of the indicator is an analysis of the information in Accounting Division election and financial software.
7. **Calculation Methodology:** This indicator is calculated based on the recorded invoice for each election date. Invoices are recorded in Accounting Division software.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
10. **Responsible Person:**
Betty Davis, Accountant Supervisor 2
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Activity: Election Expenses

Objective 11: To provide for the recovery of election expenses from local government authorities in a timely fashion, the program will reduce election expenses born by the state by invoicing 90% of local governing authority- related election expenses within 60 days of an election.

Indicator Name: 11.4 Percentage of election cost invoices received

Indicator LaPAS PI Code: 10579

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** Invoicing government entities elections costs is mandated by the Election Code. All election cost owed by local governmental entities must be invoiced. This indicator provides a view of the outcome of the Accounting Division's efforts to invoice election cost to the governmental entities.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. It is verifying through internal records.
6. **Data Source:** The source of the indicator is an analysis of the information in Accounting Division election and financial software.
7. **Calculation Methodology:** This indicator is calculated based on the recorded invoice for each election date. Invoices are recorded in Accounting Division software.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no limitations. The data used is verifiable and has no known bias.
10. **Responsible Person:**
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Program C: Archives and Records

Activity: Administrative Services

Objective 1: Through FY 2016, the program will ensure its ability to accommodate adequately all records transferred to its custody.

Indicator Name: 1.1 Percentage of qualified records accepted by state records center

Indicator LaPAS PI Code: 14335

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the programs ability to accommodate qualified records transferred to the record center. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is records management files maintained by the program.
7. **Calculation Methodology:** The formula for calculating this indicator is the number of qualified records accommodated (in cubic feet) divided by the number of qualified records transferred for storage.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Nancy Vezinat, Archives Specialist 5

Activity: Administrative Services

Objective 1: Through FY 2016, the program will ensure its ability to accommodate adequately all records transferred to its custody.

Indicator Name: 1.2 Number of records transferred (in cubic feet)

Indicator LaPAS PI Code: 14336

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator provides a look at the programs ability to accommodate qualified records transferred to the record center. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is records management files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the true number of qualified records (in cubic feet) transferred for storage.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.

10. Responsible Person:

Nancy Vezinat, Archives Specialist 5

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Activity: Administrative Services

Objective 1: Through FY 2016, the program will ensure its ability to accommodate adequately all records transferred to its custody.

Indicator Name: 1.3 Number of boxes disposed of from state records center (1.2 cubic feet boxes)

Indicator LaPAS PI Code: 14337

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator provides a look at the programs ability to manage destruction activities for older records according to approved schedules to accommodate qualified records transferred to the record center. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is records management files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the true number of qualified records (in 1.2 cubic foot boxes) disposed of from state records center.

8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 1: Through FY 2016, the program will ensure its ability to accommodate adequately all records transferred to its custody.

Indicator Name: 1.4 Percentage of accessions processed within 7 working days of receipt

Indicator LaPAS PI Code: 20228

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the programs ability to accommodate accessions in a timely manner. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is records management files maintained by the program.

7. **Calculation Methodology:** The formula for calculating this indicator is the number of accessions processed in 7 days or less divided by the number of accessions processed.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 1: Through FY 2016, the program will ensure its ability to accommodate adequately all records transferred to its custody.

Indicator Name: 1.5 Number of new accessions processed

Indicator LaPAS PI Code: 14333

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the programs ability to accommodate accessions in a timely manner. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the true number of accessions processed.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 1: Through FY 2016, the program will ensure its ability to accommodate adequately all records transferred to its custody.

Indicator Name: 1.6 Number of microfilm images produced

Indicator LaPAS PI Code: New

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator provides a look at the programs ability to support microfilm functions. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the true number of microfilm images produced.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Records Services

Objective 2: The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2016.

Indicator Name: 2.1 Percentage of statewide agencies without retention schedules

Indicator LaPAS PI Code: 14323

1. **Type and Level:** Outcome/Key
2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for statewide agencies. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence

these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the number of statewide agencies without retention schedules divided by the number of statewide agencies.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Records Services

Objective 2: The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2016.

Indicator Name: 2.2 Percentage of non-statewide agencies operating without retention schedules

Indicator LaPAS PI Code: New

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for non-statewide agencies. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the number of non-statewide agencies without retention schedules divided by the number of non-statewide agencies.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Records Services

Objective 2: The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2016.

Indicator Name: 2.3 Number of statewide agencies with approved retention schedules

Indicator LaPAS PI Code: 14324

1. **Type and Level:** Output/Key
2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for statewide agencies. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the

objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the number of statewide agencies with approved retention schedules.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Records Services

Objective 2: The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2016.

Indicator Name: 2.4 Number of non-statewide agencies with approved retention schedules

Indicator LaPAS PI Code: New

1. **Type and Level:** Output/Key
2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for non-statewide agencies. It gives an accurate view of how well the program is meeting its objective.

3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the number of non-statewide agencies with approved retention schedules.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Records Services

Objective 2: The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2016.

Indicator Name: 2.5 Percentage of statewide agencies with designated records liaison

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Key

2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for statewide agencies. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the number of statewide agencies with designated records liaisons divided by the number of statewide agencies.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Records Services

Objective 2: The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2016.

Indicator Name: 2.6 Percentage of non-statewide agencies with designated records liaison

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Key
 2. **Rationale:** This indicator provides a look at the programs ability to establish retention schedules for non-statewide agencies. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the number of non-statewide agencies with designated records liaisons divided by the number of non-statewide agencies.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 3: The program will continue to improve accessibility to its archival and genealogical collections by increasing the number of indexes and finding aids available on the Department's website through FY 2016.

Indicator Name: 3.1 Number of records available online for research

Indicator LaPAS PI Code: 14334

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** This indicator provides a look at the programs ability to add records to the online database. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is research room files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of records available in the online database.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
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Activity: Administrative Services

Objective 3: The program will continue to improve accessibility to its archival and genealogical collections by increasing the number of indexes and finding aids available on the Department's website through FY 2016.

Indicator Name: 3.2 Number of records added to research room database

Indicator LaPAS PI Code: 16670

1. **Type and Level:** Output/Key
2. **Rationale:** This indicator provides a look at the programs ability to add records to the online database. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is research room files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of records added to the research room database.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Carrie Fager, Records Management Officer
Phone: 225-925-7552
Fax 225-922-1220
Email: Carrie.Fager@sos.louisiana.gov

Activity: Administrative Services

Objective 3: The program will continue to improve accessibility to its archival and genealogical collections by increasing the number of indexes and finding aids available on the Department's website through FY 2016.

Indicator Name: 3.3 Total number of patrons served

Indicator LaPAS PI Code: 10092

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator provides a look at the number of people taking advantage of research through the program's database. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is research files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of patrons utilizing the research room database.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Carrie Fager, Records Management Officer
Phone: 225-925-7552
Fax 225-922-1220

Activity: Administrative Services

Objective 3: The program will continue to improve accessibility to its archival and genealogical collections by increasing the number of indexes and finding aids available on the Department's website through FY 2016.

Indicator Name: 3.4 Number of patrons researching the archives using the Archives Research Room

Indicator LaPAS PI Code: 10090

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator provides a look at the programs ability to serve patrons in the research room. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is research room usage files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of patrons served in the research room.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.

10. Responsible Person:

Carrie Fager, Records Management Officer

Phone: 225-925-7552

Fax 225-922-1220

Email: Carrie.Fager@sos.louisiana.gov

Activity: Records Services

Objective 4: By FY 2016 the program will have developed and implemented an effort that addresses the accessibility issues surrounding the State's electronic records with long-term or archival value.

Indicator Name: 4.1 Number of policies, procedures, guidelines, or standards produced or revised that are posted to the Program's website

Indicator LaPAS PI Code: New

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address electronic records accessibility. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is records management files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of policies, procedures, guidelines, or standards produced or revised that are posted to the Program's website

8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Carrie Fager, Records Management Officer
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Activity: Records Services

Objective 4: By FY 2016 the program will have developed and implemented an effort that addresses the accessibility issues surrounding the State's electronic records with long-term or archival value.

Indicator Name: 4.2 Number of images converted (digital to microfilm)

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address electronic records accessibility. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is records management files maintained by the program.

7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of images converted from digital to microfilm.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Carrie Fager, Records Management Officer
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Email: Carrie.Fager@sos.louisiana.gov
-

Activity: Records Services

Objective 4: By FY 2016 the program will have developed and implemented an effort that addresses the accessibility issues surrounding the State's electronic records with long-term or archival value.

Indicator Name: 4.3 Number of agency imaging surveys received by program

Indicator LaPAS PI Code: New

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address electronic records accessibility. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of images converted from digital to microfilm.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Carrie Fager, Records Management Officer
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Activity: Records Services

Objective 5: The program will continue to work with governmental agencies to ensure that records management and records preservation and recovery are considered in the event of disasters impacting governmental agencies.

Indicator Name: 5.1 Number of policies, procedures, guidelines produced or revised that are posted to the program's website

Indicator LaPAS PI Code: New

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address records management and records preservation and recovery during disasters impacting governmental agencies. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.

5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of policies, procedures, and guidelines posted to the program's website.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Carrie Fager, Records Management Officer
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Activity: Records Services

Objective 5: The program will continue to work with governmental agencies to ensure that records management and records preservation and recovery are considered in the event of disasters impacting governmental agencies.

Indicator Name: 5.2 Number of training sessions held in which disaster recovery is covered

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** This indicator provides a look at the programs efforts to develop policies and procedures to address records management and records preservation and recovery during disasters impacting governmental agencies. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the

objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is records management files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of training sessions held in which disaster recovery is covered.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Program D: Museums and Other Programs

Activity: Museum Services

Objective 1: The program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$20 per visitor through FY 2016.

Indicator Name: 1.1 Cost per visitor to operating program museums

Indicator LaPAS PI Code: 10110

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 or less for operating museums. It gives an accurate view of how well the program is meeting its objective.

3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is attendance records maintained by the program and ISIS expenditure reports.
 7. **Calculation Methodology:** The formula for calculating this indicator is the total expenditures of operating museums divided by the number of visitors to these museums.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Lance Harris, Museum Division Director
Phone: 225-362-5225
Fax 225-925-7747
Email: Lance.Harris@sos.louisiana.gov
-

Activity: Museum Services

Objective 1: The program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$20 per visitor through FY 2016.

Indicator Name: 1.2 Number of visitors to operating program museums

Indicator LaPAS PI Code: 10099

1. **Type and Level:** Efficiency/Key

2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 or less for operating museums. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is attendance records maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of visitors to operating museums.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Lance Harris, Museum Division Director
Phone: 225-362-5225
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-

Activity: Museum Services

Objective 1: The program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$20 per visitor through FY 2016.

Indicator Name: 1.3 Total number of museums

Indicator LaPAS PI Code: 21548

1. **Type and Level:** Input/Supporting

2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 or less for operating museums. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is status records maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of museums assigned to the program.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Lance Harris, Museum Division Director
Phone: 225-362-5225
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-

Activity: Museum Services

Objective 1: The program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below \$20 per visitor through FY 2016.

Indicator Name: 1.4 Percentage of program museums in operation

Indicator LaPAS PI Code: 21549

1. **Type and Level:** Output/Supporting
 2. **Rationale:** This indicator provides a look at the programs ability to maintain a cost per visitor average of \$20 or less for operating museums. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is status records maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums open and accepting visitors divided by the total number of museums assigned to the program.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Lance Harris, Museum Division Director
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Activity: Museum Services

Objective 2: The program will work to improve the quality of the management of the program's collection holdings through FY 2016.

Indicator Name: 2.1 Percentage of museums inspected annually

Indicator LaPAS PI Code: 21553

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the programs efforts to inspect each museum annually. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is status records maintained by the program.
7. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums inspected divided by the total number of museums assigned to the program.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Lance Harris, Museum Division Director
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Email: Lance.Harris@sos.louisiana.gov

Activity: Museum Services

Objective 2: The program will work to improve the quality of the management of the program's collection holdings through FY 2016.

Indicator Name: 2.2 Percentage of museums with inventories included in program's centralized database

Indicator LaPAS PI Code: New

1. **Type and Level:** Efficiency/Key
 2. **Rationale:** This indicator provides a look at the programs efforts to inspect each museum annually. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is status records maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums with inventories included in database divided by the total number of museums assigned to the program.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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-

Activity: Museum Services

Objective 2: The program will work to improve the quality of the management of the program's collection holdings through FY 2016.

Indicator Name: 2.3 Percentage of museums with annual attendance over 25,000 with AAM accreditation

Indicator LaPAS PI Code: 21554

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the programs efforts to inspect each museum annually. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is status records maintained by the program.
7. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums with inventories included in database divided by the total number of museums assigned to the program.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Lance Harris, Museum Division Director
Phone: 225-362-5225
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Email: Lance.Harris@sos.louisiana.gov

Activity: Museum Services

Objective 2: The program will work to improve the quality of the management of the program's collection holdings through FY 2016.

Indicator Name: 2.4 Number of museums with annual attendance over 25,000

Indicator LaPAS PI Code: 21555

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator provides a look at the program's goal to upgrade the Louisiana State Exhibit Museum to accredited status. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is status records maintained by the program.
7. **Calculation Methodology:** The formula for calculating this indicator is the total number of museums with AAM accreditation divided by the total number of museums that have annual attendance over 25,000.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Lance Harris, Museum Division Director
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Fax 225-925-7747
Email: Lance.Harris@sos.louisiana.gov

Program E: Commercial

Activity: Administrative Services

Objective 1: To maintain an efficient filing process the program will continue to maintain or reduce the document filer error rate annually so that it does not exceed 7% of total documents filed.

Indicator Name: 1.1 Percentage of documents returned

Indicator LaPAS PI Code: 425

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the program's efforts to maintain a low document error rate. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is document error rate records maintained by the program.
7. **Calculation Methodology:** The formula for calculating this indicator is the total number of documents returned with errors divided by the total number of documents received.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**

Carla Bonaventure, Commercial Division Director
Phone: 225-925-4716
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Activity: Administrative Services

Objective 1: To maintain an efficient filing process the program will continue to maintain or reduce the document filer error rate annually so that it does not exceed 7% of total documents filed.

Indicator Name: 1.2 Total number of documents returned

Indicator LaPAS PI Code: 6200

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** This indicator provides a look at the program's efforts to maintain a low document error rate. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is document error rate records maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of documents returned with errors.
8. **Scope:** This indicator is aggregated.

9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 2: To continue to ensure that Uniform Commercial Code (UCC) document and farm product filing processing is reliable and efficient by maintaining at least a 98% data entry accuracy rate annually for UCC filings through FY 2016.

Indicator Name: 2.1 Percentage of accuracy in data entry of UCC and Farm Product filings

Indicator LaPAS PI Code: 426

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the program's efforts to maintain a high accuracy rate on data entry. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is document error rate records maintained by the program.

7. **Calculation Methodology:** The formula for calculating this indicator is the total number of documents input with no errors divided by the total number of documents received.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 2: To continue to ensure that Uniform Commercial Code (UCC) document and farm product filing processing is reliable and efficient by maintaining at least a 98% data entry accuracy rate annually for UCC filings through FY 2016.

Indicator Name: 2.2 Number of UCC and Farm Product filings

Indicator LaPAS PI Code: 427

1. **Type and Level:** Input/Supporting
2. **Rationale:** This indicator provides a look at the program's efforts to maintain a high accuracy rate on data entry. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the

Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the data is document error rate records maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of documents received.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 3 To continue to ensure that all service of process suits received are forwarded to the appropriate parties within 24 hours of being served to the Program through FY 2016.

Indicator Name: 3.1 Percentage of suits processed within 24 hours of receipt

Indicator LaPAS PI Code: 6201

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the program's efforts to maintain a 24 hour turn around on processing suits. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived

from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.

6. **Data Source:** The source of the data is document error rate records maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the total number of lawsuits processed within 24 hours divided by the total number of lawsuits received.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 3 To continue to ensure that all service of process suits received are forwarded to the appropriate parties within 24 hours of being served to the Program through FY 2016.

Indicator Name: 3.2 Number of suits processed

Indicator LaPAS PI Code: 429

1. **Type and Level:** Output/Supporting
2. **Rationale:** This indicator provides a look at the program's efforts to maintain a 24 hour turn around on processing suits. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.

4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is document error rate records maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of lawsuits received.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Office of GeauxBiz

Objective 4 To ensure the quality of the data used to generate reports for GeauxBiz customers, the program will request updated regulatory requirements from regulatory entities in the State on an annual basis through FY 2016.

Indicator Name: 4.1 Number of requests for updated regulatory requirements sent to agencies in Program's database

Indicator LaPAS PI Code: 14355

1. **Type and Level:** Quality/Key
2. **Rationale:** This indicator provides a look at the program's efforts to maintain accurate information in its database to provide to GeauxBiz customers. It gives an accurate view of how well the program is meeting its objective.

3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is document records maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of requests for information sent out by the Office of Geauxbiz.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Steve Windham, Deputy Secretary
Phone: 225-362-5105
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Email: Steve.Windham@sos.louisiana.gov
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Activity: Office of GeauxBiz

Objective 4 To ensure the quality of the data used to generate reports for GeauxBiz customers, the program will request updated regulatory requirements from regulatory entities in the State on an annual basis through FY 2016.

Indicator Name: 4.2 Number of regulatory agencies in program database

Indicator LaPAS PI Code: New

1. **Type and Level:** Input/Supporting

2. **Rationale:** This indicator provides a look at the program's efforts to maintain accurate information in its database to provide to GeauxBiz customers. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is document records maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of requests for information sent out by the Office of Geauxbiz.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Steve Windham, Deputy Secretary
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-

Activity: Administrative Services

Objective 5 To improve the timely access to corporate documents, while ensuring their preservation, the program will image 100 % of its previously microfilmed charter documents by FY 2012.

Indicator Name: 5.1 Percentage of microfilmed charter images converted

Indicator LaPAS PI Code: 20231

1. **Type and Level:** Input/Supporting
 2. **Rationale:** This indicator provides a look at the program's efforts to scan previously microfilmed charter documents. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is document files maintained by the program.
 7. **Calculation Methodology:** The formula for calculating this indicator is the total number microfilmed charter images divided by the number microfilm charter images converted.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
Carla Bonaventure, Commercial Division Director
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Activity: Administrative Services

Objective 5 To improve the timely access to corporate documents, while ensuring their preservation, the program will image 100 % of its previously microfilmed charter documents by FY 2012.

Indicator Name: 5.2 Number of microfilmed charter images converted

Indicator LaPAS PI Code: 17369

1. **Type and Level:** Output/Supporting
 2. **Rationale:** This indicator provides a look at the program's efforts to scan previously microfilmed charter documents. It gives an accurate view of how well the program is meeting its objective.
 3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
 4. **Clarity:** This indicator name is exactly what the indicator does.
 5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
 6. **Data Source:** The source of the data is document files maintained by the program.
 7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of microfilmed charter images converted.
 8. **Scope:** This indicator is aggregated.
 9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
 10. **Responsible Person:**
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Activity: Administrative Services

Objective 6 To improve the speed of filing corporation documents, the program will make available an electronic filing option for 100 % of document types not requiring notarization by FY 2012.

Indicator Name: 6.1 Percentage of non-notarized document types with an electronic filing option

Indicator LaPAS PI Code: New

1. **Type and Level:** Efficiency/Key
2. **Rationale:** This indicator provides a look at the program's efforts to provide an electronic option for filing corporation documents that do not require a notarization.. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is document files maintained by the program.
7. **Calculation Methodology:** The formula for calculating this indicator is the percentage of identified corporation document types that do not require notarization that have been added to the website for electronic filing divided by the number corporation document types that do not require notarization.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.
10. **Responsible Person:**
Carla Bonaventure, Commercial Division Director

Activity: Administrative Services

Objective 6 To improve the speed of filing corporation documents, the program will make available an electronic filing option for 100 % of document types not requiring notarization by FY 2012.

Indicator Name: 6.2 Number of electronic filings

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Supporting
2. **Rationale:** This indicator provides a look at the program's efforts to provide an electronic option for filing corporation documents that do not require a notarization.. It gives an accurate view of how well the program is meeting its objective.
3. **Use:** This indicator will be monitored by the Department's management. If any of the Department's objectives appear to be at risk, the management will review the indicator data, consult with the management and staff of the objective's program to determine what Department resources available can be brought to bear upon the situation to meet the objective. It will also be used in the development of the Department's Operational plans, Annual Budgets and Capital Outlay requests.
4. **Clarity:** This indicator name is exactly what the indicator does.
5. **Validity, Reliability and Accuracy:** This is a valid indicator that is reliable and accurate. The source is rather reliable due to the fact most of the indicators are derived from analysis of the Department's databases using set formulas that are based on common sense which helps reduce any bias build-in. Any incentive to alter or influence these indicators is negated by the fact that the performance indicators are reported to the Office of Planning and Budget, available to the public and the media via the internet and the Department understands that these indicators can and may be audited.
6. **Data Source:** The source of the data is document files maintained by the program.
7. **Calculation Methodology:** There is no formula for calculating this indicator. It is the total number of electronic filings.
8. **Scope:** This indicator is aggregated.

9. **Caveats:** The indicator has no known limitation. Each step of the process is within the program's direct control. The source of the data does not have any known bias or agenda.

10. **Responsible Person:**

Carla Bonaventure, Commercial Division Director

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